

# Customer Satisfaction Program

## N202301990 Adaptive Cruise Control Inoperative



Release Date: June 2020

Revision: 00

**Attention:** All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

**This program is in effect until June 30, 2022.**

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT6	2020	2020	UGN	Enhanced Automatic Emergency Braking

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2020 model year Cadillac XT6 vehicles, equipped with enhanced automatic emergency braking, (RPO UGN), may have a condition where the automatic and/or enhanced cruise control may not engage. If it does engage, it will disengage normally if the brake is applied.
<b>Correction</b>	Dealers will replace the Front View Camera and reprogram the Active Safety Control Module (ASCM) and/or Instrument Panel Cluster (IPC) with updated software via Service Programming System (SPS) if Software/Calibration levels are not the most current available.

### Parts

Quantity	Part Name	Part No.
1	Front View Camera	84798958

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

**Note:** There are four possible scenarios that apply to this repair. Each of them begins with the Front View Camera Replacement. Then verification of software and calibration level of the Active Safety Control Module (ASCM) and the Instrument Panel Cluster (IPC). If the software and calibration level is current, no SPS update is needed, this scenario happens under labor operation 9105120. You may find one, the other, or both modules in need of updates, which are the other three labor operations listed below.

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105120*	A) Front View Camera Replacement B) Verified Module Software and Calibration Level in a) ASCM is current. b) IPC is current.	0.9	ZFAT	N/A
9105121*	A) Front View Camera Replacement B) Verified Module Software or Calibration Level a) ASCM is current b) IPC not current, required reprogramming via SPS	1.3		
9105122*	A) Front View Camera Replacement B) Verified Module Software and Calibration Level in a) ASCM not current, required reprogramming via SPS b) IPC is current.	1.0		
9105123*	A) Front View Camera Replacement B) Verified Module Software or Calibration Level a) ASCM not current, required reprogramming via SPS b) IPC not current, required reprogramming via SPS	1.4		

\* **Important:** To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.

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- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

### Service Procedure

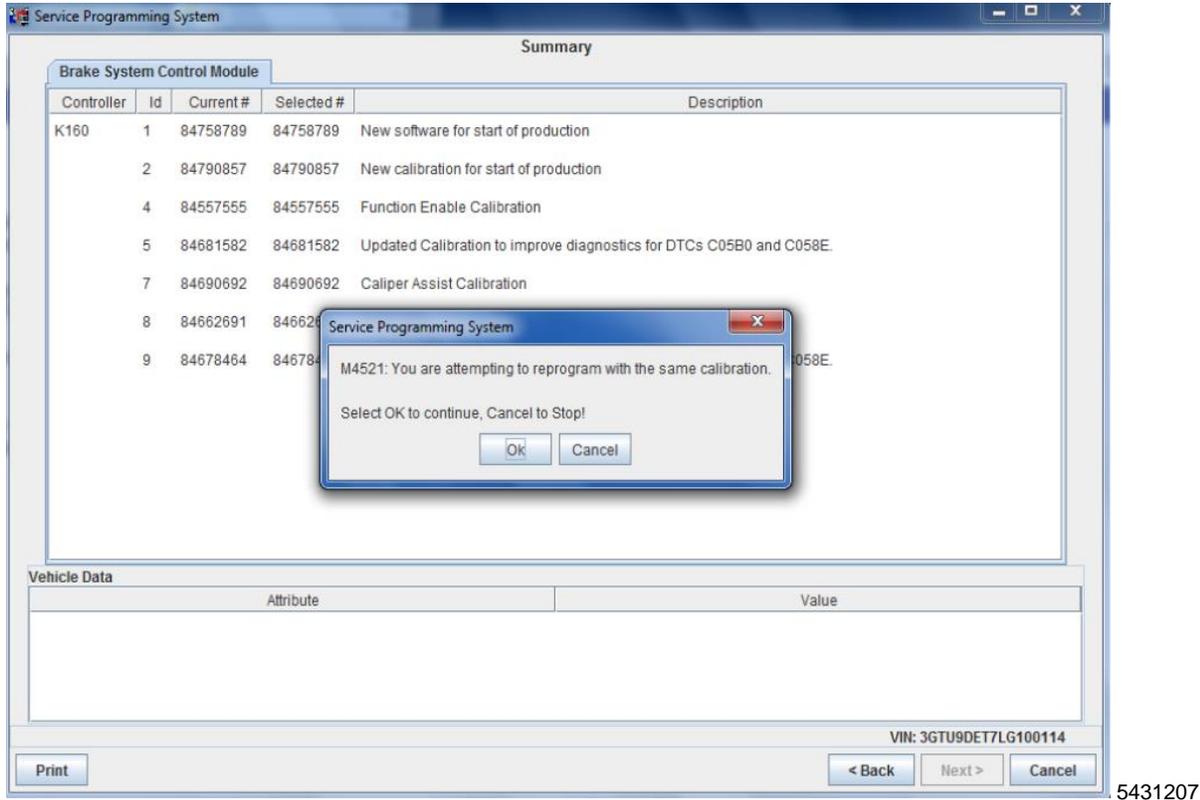
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Important:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

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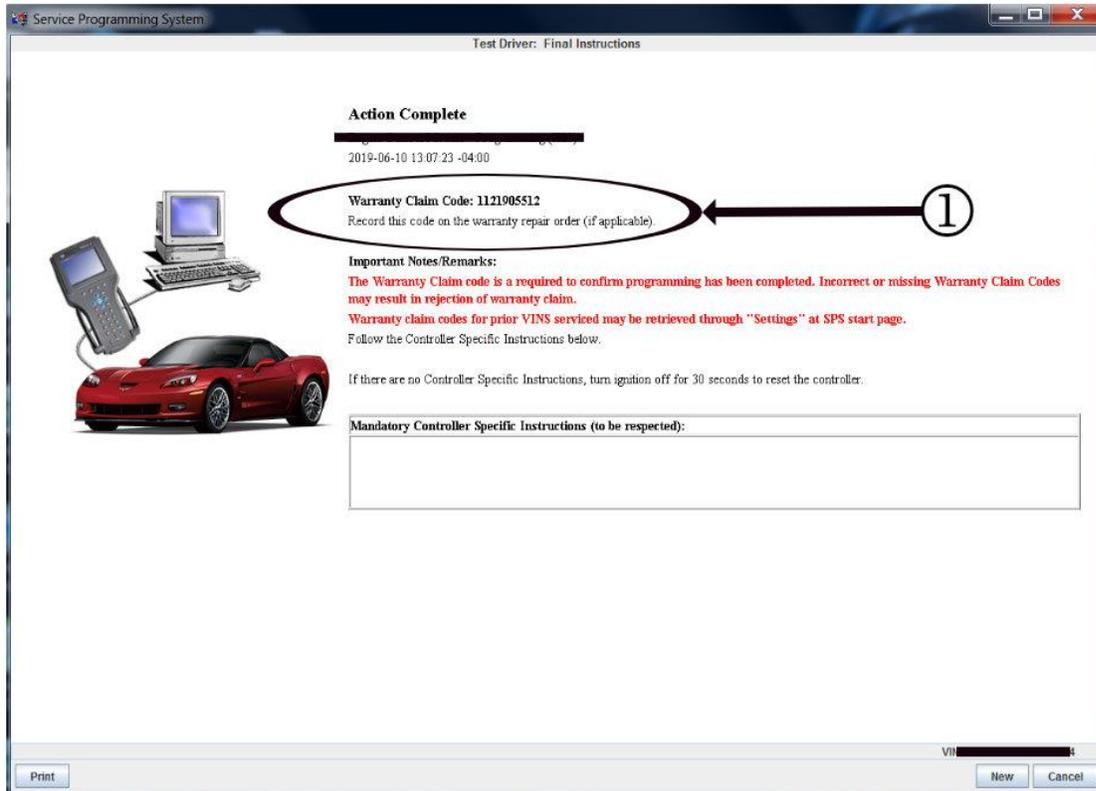
**Important:** TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

**Important:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Replace the Front View Camera. Refer to *Front View Driver Information Camera Replacement* in SI.
  - Be sure to perform programming and setup after Front View Camera Replacement.
2. Reprogram the Active Safety Control Module (ASCM). Refer to *K124 Active Safety Control Module: Programming and Setup* in SI.
3. Reprogram the Instrument Cluster. Refer to *P16 Instrument Cluster Programming and Setup* in SI.
  - Be sure to perform the Setup and Configuration procedure utilizing a USB drive following instrument cluster programming.

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**Important:** TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

4. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2022. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through June 30, 2022, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

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### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

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June 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2020 model year Cadillac XT6 equipped with enhanced automatic emergency braking, may have a condition where the automatic and/or enhanced cruise control may not engage. If it does engage, it will disengage normally if the brake is applied or if the cancel cruise button is pressed.

Your satisfaction with your XT6 is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the Front View Camera and reprogram the necessary modules with updated software to ensure these features operate as designed. This service will be performed for you at **no charge until June 30, 2022**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac XT6 provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N202301990

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5424  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 11, 2020

Subject: N202301990 - Customer Satisfaction Program  
Adaptive Cruise Control Inoperative

Models: 2020 Cadillac XT6 equipped with Enhanced Automatic Emergency  
Braking (RPO UGN)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202301990 today. The total number of U.S. vehicles involved is approximately 43. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on June 25, 2020.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 12, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS